



## Introduction to our Health Plan

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3/2/2018



# Who we are



Coordinated Care is a managed care health plan based in Tacoma, Washington.

We offer free and low-cost plan options for families and individuals.

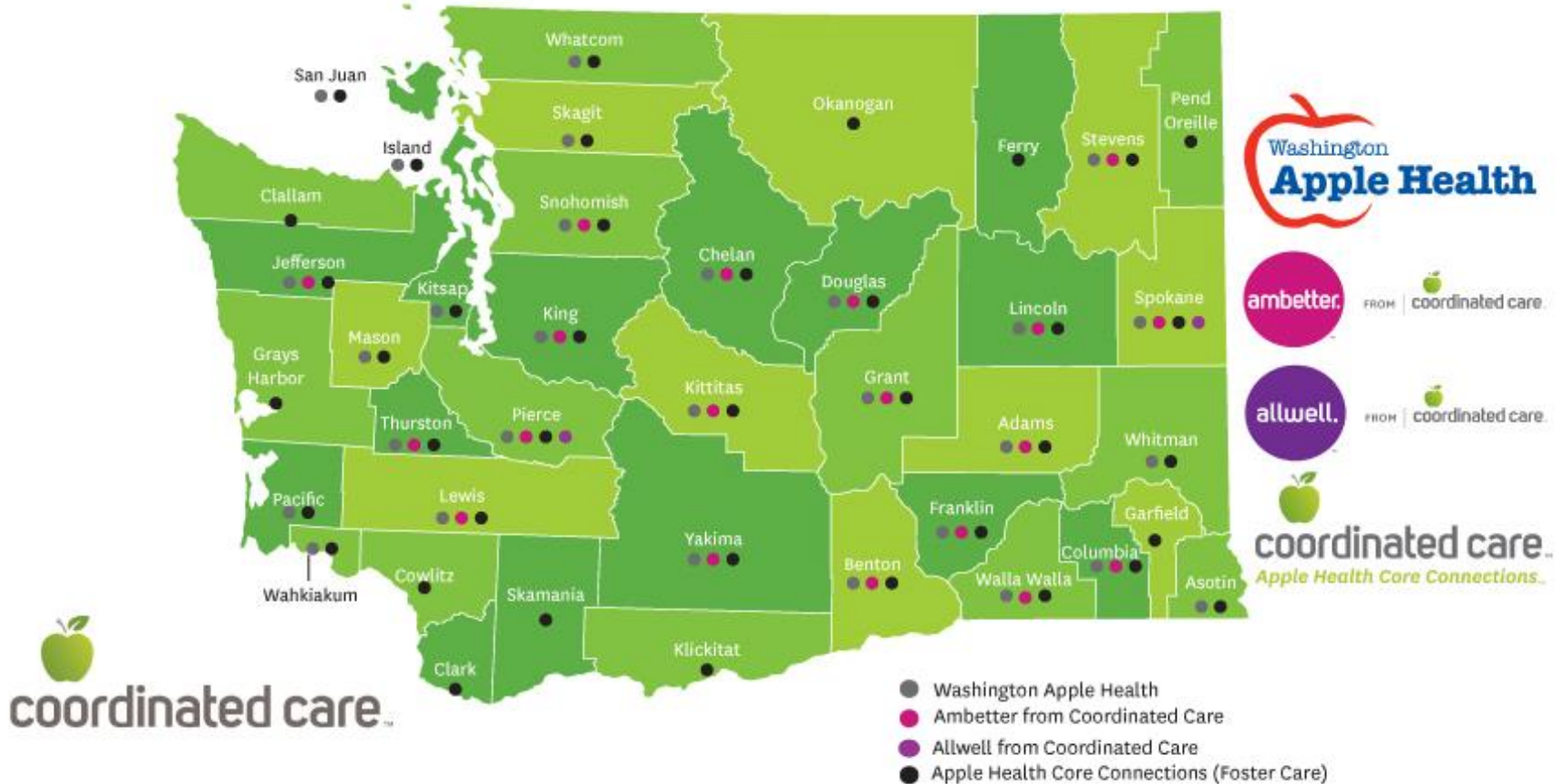
# Coordinated Care



★ Headquartered in Tacoma

● Office locations in Seattle, Yakima & coming soon to Wenatchee!

# Statewide Coverage



# Our Washington Apple Health (Medicaid) Programs



**CentAccount® Rewards**  
Earn rewards for staying healthy. Buy baby care & personal care products, groceries & more.



**Online Member Account**  
Access your benefits & claims 24/7 through your own account.



**24-Hour Nurse Advice Line**  
Call anytime for medical & mental health support, & get help deciding if you should go to an ER or urgent care.



**SafeLink® Cell Phone**  
Get a cell phone with 250 minutes & unlimited texting; calls to us won't count towards your minutes.



**Care Management & MemberConnections®**  
Receive personalized help managing your benefits, resources & various health conditions.



**Health Library**  
Access more than 1,000 health topics on our website to guide your health decisions.



**Healthy Kids' Club**  
Enroll your kids 12 years & under in this fun club that teaches them about nutrition & exercise.



**Start Smart for Your Baby®**  
Get a new car seat, breast pump, & more through our program for pregnant & new moms.



**Put your health first.**  
Get to know our programs & services & take full advantage of them.

The CentAccount Rewards Program promotes wellness by rewarding Coordinated Care members for practicing healthy behavior.

- Members get rewards for completing healthy activities like an annual exam or Well-Child checkups and other preventive screenings.
- Once a member completes an activity, a CentAccount card is mailed to their household.
- Once they receive their rewards card, they can use it at participating stores. Members can purchase health-related items, personal care products, baby care, groceries and more.



**CentAccount® Rewards**

Earn rewards for staying healthy.  
Buy baby care & personal  
care products, groceries  
& more.

# CentAccount® Rewards



BEHAVIOR	REWARD AMOUNT	REWARD DETAILS
Well Child Infant Visits (birth to 15 months)	\$60 (total)	6 visits before 15 months
Well-Child Visits (age 16 mo-2 yrs)	\$10	1 per calendar year
Well-Child Visits (age 3-6)	\$40	1 per calendar year
Well-Child Visits (age 7-11)	\$10	1 per calendar year
Adolescent Well Visits (age 12-20)	\$40	1 per calendar year
Adult Annual Well Visit (21 years and older)	\$10	1 per calendar year
Cervical Cancer Screening (Women 21-64)	\$10	1 per calendar year
Breast Cancer Screening (Women 50-74)	\$10	1 per calendar year
Diabetes Diagnostic Checks (Diagnosed members 18-75)	\$60 (total per year)	Must complete all 3 exams each year: HbA1c test, kidney screening and retinopathy screening
Health Risk Screening (members within 30 days)	\$15	1 per lifetime



# Maternity Programs



Medically proven programs for our pregnant members and new moms:

- Car seat sent at no cost to members when a “Notification of Pregnancy” is completed at least 6 weeks prior to due date
- Smart Start for Your Baby® - Case management and support for your pregnancy
- No cost high quality electric breast pump
- 3 month supply of prenatal vitamins
- Puff Free Pregnancy® to help you quit smoking
- Education and resources
- In-home medical support programs for high-risk pregnancies



**Start Smart for Your Baby®**

Get a new car seat, breast pump, & more through our program for pregnant & new moms.

# SafeLink (No Cost Phone Program)



## Members receive:

- A cell phone at no cost with 350 minutes per month and unlimited texting
- Ability to make and receive calls from doctors, nurses, 911, family and friends
- Unlimited calls to Coordinated Care Member Services or our 24-hr Nurse Advice Line
- Can purchase additional minutes at a discount for \$0.10 a minute
- Can renew every 12 months



### **SafeLink® Cell Phone**

Get a cell phone with 350 minutes & unlimited texting; calls to us won't count towards your minutes.

# Medical Management



## Case Management

- For high risk members with episodic issues or multiple co-morbid issues that need care coordination services

## Disease Management

- Members with a chronic condition who do not need care coordination services

## MemberConnections®

- High risk members who are having trouble connecting to their benefits or are using services inappropriately with goal of connecting to case management or other needed services and benefits.



# Nurse Advice Line



## 24-Hour Nurse Advice Line

- Registered Nurses who are ready and eager to answer questions 24 hours a day.

The nurse advice line can help:

- Answer questions about medical situations
- Find a doctor
- Determine the best place to go for care (PCP, urgent care or ER)

**Nurse Advice Line: 1-877-644-4613**



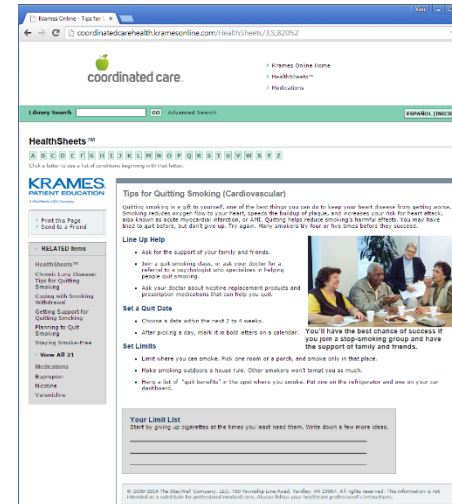
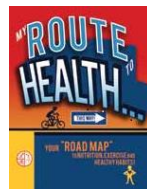
### **24-Hour Nurse Advice Line**

Call anytime for medical & mental health support, & get help deciding if you should go to an ER or urgent care.

# Our Health Library



- Visit our Krames Health Library to access thousands of printable health sheets available in Spanish and English:  
[coordinatedcarehealth.kramesonline.com](http://coordinatedcarehealth.kramesonline.com)
- Use our Health Books for a community event, patient education, or for your waiting room!



## Health Library

Access more than 1,000 health topics on our website to guide your health decisions.

# Healthy Kids' Club



- Children's health books with parent guide mailed to each member at no cost
- Personalized member ID card
- Monthly E-Newsletter for parents
- Health related coloring pages, word searches, mazes and crossword puzzles
- Online activities and games
- Invite CC the Panda to your next Community event!

<http://www.coordinatedcarehealth.com/for-members/healthykidsclub/join-us/>





The Apple Health Foster Care program

# Apple Health Core Connections



Coordinated Care anticipates serves approx. 25,000 members in this program across the state (ALL 39 COUNTIES):

- Children and youth in out-of-home placements
- Children and youth receiving Adoption Support (without comparable private medical insurance)
- Extended Foster Care (18-21 years of age)
- Alumni of Foster Care (aged out the month of their 18<sup>th</sup> birthday or after, enrolled until they are 26)



# Examples of AHCC Extra Programs



## **Transitioning Youth and a2A (adolescent to Adult)-*STILL IN DEVELOPMENT***

a2A program for young adults age 18 to 26, provides transition education, no cost cell phone and includes financial incentives for healthy behaviors through our CentAccount Rewards Program.



## **Adoption Success-*STILL IN DEVELOPMENT***

Specialized care management initiative staffed by Health Care Coordinators experienced in foster care adoption, BH, and family wrap-around services.



## **Foster Care EDU [www.cenpaticou.com](http://www.cenpaticou.com)**

Comprehensive educational training initiative endorsed by the National Foster Care Parents Association. Foster care EDU provides free interactive training online, featuring live teleconferencing with a facilitator. Examples include: Mental Health 101, Attachment in Foster Children, Substance Abuse 101, Promoting Placement Stability, and Childhood Traumatic Grief.



FROM |  coordinated care<sup>TM</sup>

# Local, Helpful, Affordable

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- Local presence of the health plan – customer service by people that live and work in the community
- Easy to understand and helpful from enrollment through membership
- Ambetter helps our members navigate their healthcare
- Medical management programs
- 24/7 Nurse line



# Coordinated Care

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- **Focus on individuals:** We believe treating people with kindness, respect and dignity empowers healthy decisions and that healthier individuals create more vibrant families and communities
- **Whole health:** We believe in treating the whole person, not just the physical body
- **Active local involvement:** We believe local partnerships enable meaningful, accessible healthcare with local provider relations, medical management and member services staff

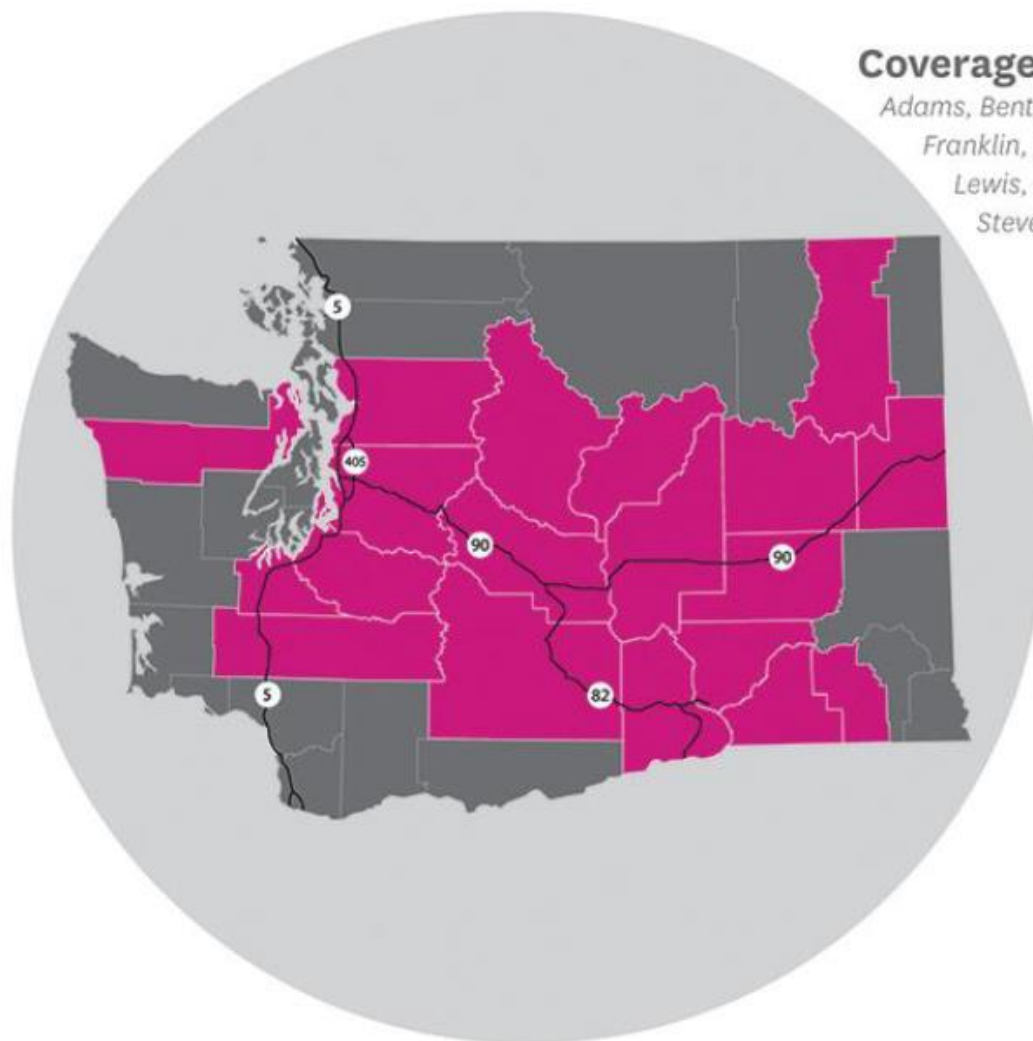


# Coverage Area

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## Coverage is available in:

*Adams, Benton, Chelan, Columbia, Douglas,  
Franklin, Grant, Jefferson, King, Kittitas,  
Lewis, Lincoln, Pierce, Snohomish, Spokane,  
Stevens, Thurston, Walla Walla, Yakima*



# Ambetter Plans

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- We offer comprehensive major medical plans that use our ever expanding network
- Diverse portfolio with products for every type of customer
- Every plan is eligible for the My Health Pays program
- Annual physical and OB GYN checkups covered at 100% on all plans
- Optional adult vision



# Ambetter Balanced Care

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## Silver

- Best choice if your client is eligible for cost sharing reductions
- Only plan tier that qualifies for both advance premium tax credits and cost sharing reductions
- Best balance of premium and out-of-pocket costs
- Office visits are covered by a copay in most cases but could be no charge for highly subsidized members
- Optional adult vision on select Balanced Care Plans

# Ambetter Secure Care

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- The Secure Care plan has higher monthly premiums with a low deductible
- Three free primary care visits
- Prescription medications (non-specialty) are covered with a copay



# Ambetter's Value Added Benefits

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- My Health Pays Program
- 24/7 Nurse Line
- Health Management Programs



# My Health Pays Rewards



FROM coordinated care

	Reward Amount
Wellbeing Survey	➡ \$50
Well Visit	➡ \$50
Gym / Fitness (Envolve)	➡ \$25 x 3
Flu Shot	➡ \$25
On Target	➡ \$50
Total Available	➡ \$250

## Ways to Spend

Monthly Ambetter Premium

Deductibles

Coinsurance

Doctor Copays

# Health Management Programs

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Ambetter offers a Health Management Program for these conditions:

- Asthma
- Coronary Artery Disease (Adult Only)
- Depression
- Diabetes
- Hypertension (high blood pressure)
- High Cholesterol
- Low Back Pain
- Tobacco Cessation



# Member Portal Overview

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- Find a primary care provider
- Complete a short questionnaire to earn cash onto their My Health Pays card
- Pay their monthly premium
- Set up the automatic pay option





# Community Collaborations



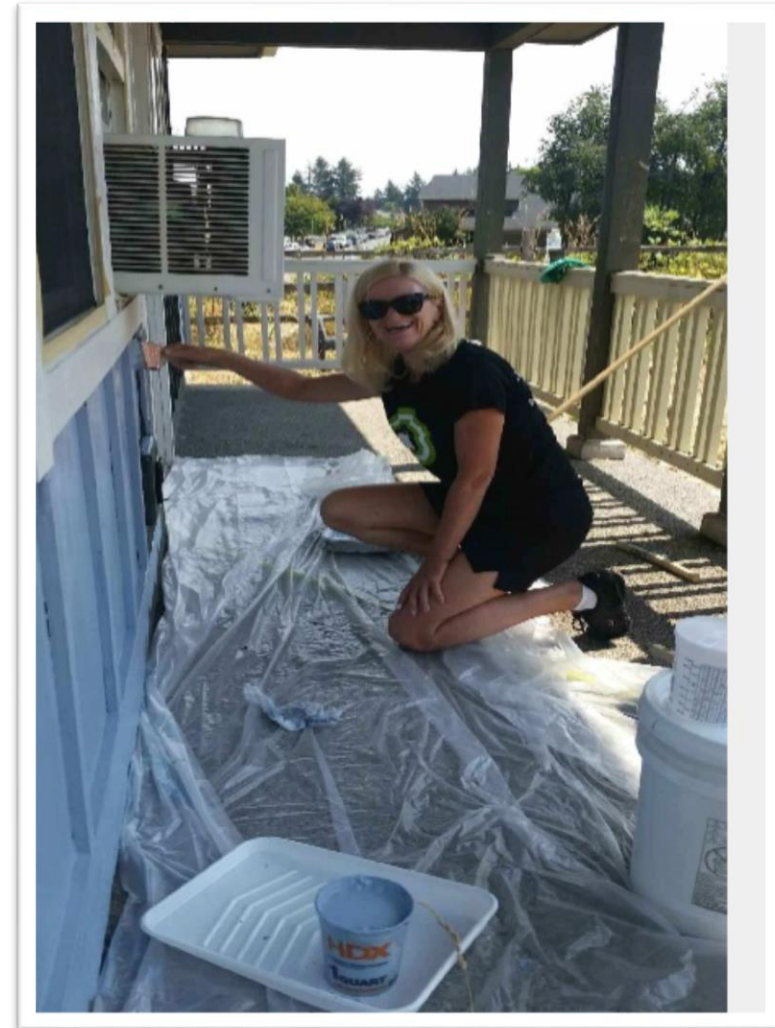
A logo for "PAINT TACOMA BEAUTIFUL" featuring a green house silhouette with a pink banner above it that says "PAINT TACOMA BEAUTIFUL" and a paintbrush icon.

**We're Painting Tacoma Lime.**

The coordinated care logo, featuring a green apple icon above the text "coordinated care".

**Volunteer House Painting**  
Full or Half-Day Shifts Available

**Saturdays**  
July 15 (Power Wash)  
July 22 (Paint Day)  
July 29 (Trim Day)  
Aug 5 (rain makeup day)



# Community Collaborations



3/2/2018

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3/2/2018



# Community Collaborations



3/2/2018



# Community Collaborations





## **Fartun Farah**

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## **Pam Cowley**

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